New England Deaconess Hospital
Boston, Massachusetts

pulse

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CPR-Trained Messenger Saves Heart-Arrest Victim

Gordon McKissock wheels a patient to his medical appointment.

It was probably the last thing on Gordon McKissock's mind as he responded to a routine patient escort call at suite 2E of the Lowry Building. He had breezed through hundreds of such assignments before without incident and besides Christmas was only four days off. Small talk of the season punctuated the conversation as he assisted 71-year-old Mrs. R.F.P., who prefers to remain anonymous, into the elevator for a brief descent to the lobby. As the bell chimed and number one lit up, the chrome doors suddenly parted and with it all pleasantries ended.

Two steps out and Gordon could feel his charge go limp beside him and begin to totter toward the slate floor. He grabbed her by the left arm and eased Mrs. P. down. She was completely unconscious. Gordon could not detect any breathing. Nor could he feel a pulse.

Many people in a similar situation would have panicked. Or perhaps if they had managed to keep their heads, they would have mistaken Mrs. P's condition for a mere faint.

As luck would have it for Mrs. P, however, Gordon McKissock had taken a CPR course at Westwood High School and knew what to do. Instinctively, he bent over and began giving mouth-to-mouth resuscitation. His instructor's words came cooly to mind as Gordon puffed air one-two-three – paused – and then listened for a return. There was none.

Alternating breathing with pumping of the chest, Gordon calmly continued the routine for four minutes. During this time, the desk clerk triggered, "Dr. Mayday: lobby 110 Francis Street," and a team of doctors, nurses and technicians from the code team began converging from all directions.

Gordon's work was done. Now the Mayday Team with its E.K.G. and defibrillator could begin working its magic on Mrs. P. After about 15 minutes the code team had her fully conscious and her heart rhythm was approaching normal.

It's nice to report this story did, indeed, have a happy ending. Less than two weeks following the incident, Mrs. P. was reunited with her family and friends at home.

When interviewed about his part in the drama, messenger McKissock downplayed any personal credit for his action.

"I'm definitely no hero, I'm just glad I had the CPR training so I could help this woman. If I hadn't taken the course, I would not have been able to help. That's why I think it's so important for those who have not taken the course to do so."

Mr. McKissock's boss, Richard Reardon, Director of Materials Management, indirectly played a part in saving Mrs. P. Since graduating from a CPR instructor's course, Mr. Reardon has taught CPR to all new messengers and has encouraged others in his department to become trained.

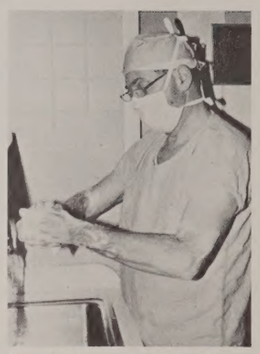
Dr. Peter Maki, a member of the Mayday Team that went to Mrs. P's aid, credits Gordon's CPR training for saving her life.

"The fact that someone was with her who knew CPR really made the difference. If she had been left lying there with no heartbeat and no oxygen for more than three minutes, brain death would have occurred."

Dr. Maki said his experience at other hospitals which have fewer CPR trained employees indicates that heart-arrest victims have a better chance of being resuscitated at the Deaconess. Perhaps now is a good opportunity for other department heads to encourage all their workers to become CPR trained.

Malcolm McDonald, Executive Chef.

Julie White (left), RN Nurse Epidemologist, and Elissa Crawley, Med Tech, Bacteriology.



Dr. John L. Rowbotham, Chairman of the Infection Committee.

Why a Handwashing Campaign?

Ignaz Phillip Semmelweis, prominent obstetrician of the 1850's, discovered the great importance of handwashing in the prevention of hospital-acquired infections. When he introduced calcium chloride for handwashing prior to deliveries of infants, the morbidity and mortality due to puerperal fever among obstetric patients were significantly reduced. Yet, his experiments were severely criticized by his fellow physicians and he was forced to leave his position in Vienna.

Today, hospital-acquired infections are much more diverse and commonly include urinary tract infections, lower respiratory tract infections, intravenous catheter-associated bacteremias, neonatal skin infections and post-operative wound infections.

Hands should be washed after every significant contact with patients to avoid the risk of personnel acquiring bacterial contamination. Patients who experience the greatest risk of acquiring infection from the contaminated hands of doctors, nurses and other hospital personnel are those with urinary catheters, I.V. catheters, tracheostomies and postoperative wounds.

Numerous studies support the current emphasis on handwashing. In 1938, the concept was introduced of two kinds of bacteria on the hands; transient and resident flora.

Transient flora include many different pathogenic organisms including streptococci, *E. coli*, pseudomonas, and serratia. These organisms which commonly cause infection are not firmly attached to the skin and can be

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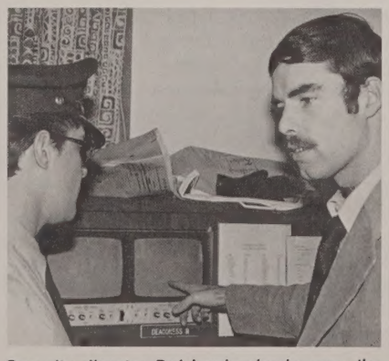
Del Lewis Succeeds Frank Tenore As Security Chief

Security is not necessarily restricted to uniformed security officials patrolling an institution according to Del Lewis, newly appointed Deaconess security chief, and Frank Tenore, who recently retired from the position.



Security director Del Lewis checks over the hospital's internal monitoring system with a security official.

Recent statistical reports indicate a sharp decrease in violent street crime largely due to the changing demography of the population. "This fact," said Mr. Lewis, "combined with the enormous losses suffered by industry from white collar crime has necessitated a re-evaluation of the role played by institutional security forces. Accordingly, security personnel in the private sector have shifted their priorities from external to internal problems, such as protecting a company's assets."

Mr. Tenore, who headed security for nine years, said that the most important thing for management to do is to "prevent employees from pilfering by maintaining control through good management policy and operation, plus an active audit team." This is precisely what the hospital plans to do.

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Security *continued from page 1*

Mr. Tenore draws his opinions from a long career spent in dealing with different aspects of security. After graduating from St. Joseph's College and Temple University, where he received a law degree, Mr. Tenore worked in an industrial company's internal controls and auditing department. In 1940 he joined the army and did heavy investigative work in its police security and intelligence department for twenty years. Upon retirement from the military, Mr. Tenore was the director of security at Itek for ten years. His life-long career in the security field recently earned him a certificate of "Protection Professional" from the American Society for Industrial Security. He is also one of the original founders and charter members of the International Association of Hospital Security.

In addition to his Deaconess employment, Mr. Tenore has given speeches and seminars on security throughout the state, as well as lectures at Northeastern University. He intends to continue in the security field through his advisory and consultant role with the security committee of the Massachusetts Hospital Association (MHA).

Mr. Lewis, who has been with the Deaconess 15 months as assistant security manager, also believes that the health care industry is beginning to realize the value of a total security program and the corresponding need to view security as more than a uniformed security presence.

"Security's role isn't to act as a police force," said Mr. Lewis, "nor is it to apprehend criminals, but to prevent problems by examining internal operational policies concerning narcotics, patient's valuables, inventory control and employee education. Security's efforts actually tie in with cost containment. There's a need for a liaison between security and internal audit, and we plan to increase our preventive maintenance to eliminate any unethical employee practices. This requires foresight and the acknowledgment that these situations do arise."

Frank Tenore (right), former security chief, receives a retirement present from Peter Campisano, associate director.

Mr. Lewis received his bachelor's degree in criminology from the State University of New York and is presently working on a masters degree in criminal justice from Northeastern University. Previously, he was employed in the hotel security field and was an operations manager for the Burns International Security Services, Inc. He is also a member of the American Society for Industrial Security and the International Association of Hospital Security.

The Deaconess security system consists of Mr. Lewis, an assistant manager, a key and lock specialist and a secretary. They are available to any department to investigate cases ranging from patient's losses to inventory shortages. Security gathers information on problem areas, and the police are called in only when criminal action is necessary. Guards are contracted through an outside agency to handle external protection and to maintain the internal monitoring system. Security problems are discussed monthly by Longwood Medical area security directors and managers who are members of the Longwood Subcommittee on Security.

Blood Bank Program Graduates Six

Six students graduated from the NEDH Training Center for Blood Bank Specialists during a ceremony held in Harris Hall on December 28.

The NEDH program for Blood Specialists is one of only 48 in the United States. Blood Bank Director Dr. Agnes Kim said that there are just 1600 Blood Bank Specialists in the United States today.

The year-long program, initiated at the NEDH in 1972 by Dr. Bradley E. Copeland and Dr. Randi V. Rosvoll, is set up as a work-study program. Students work as full-time employees at the Deaconess in addition to attending daily lectures on not only blood banking, but genetics, immunology, hematology, management and federal and state regulations. The students are also in the graduate program for Medical Laboratory Science at Northeastern University.

The graduates are: Ann McMican, Marjorie Kimball, Jacqueline Kaplan, Elaine Viggiano, Ralph Burke and Denise Yendell.

Blood Bank Director Dr. Agnes Kim presents a diploma to Ralph Burke, a Deaconess employee since 1970, certifying him as a Specialist in Blood Banking.

Deaconess News in Brief

Volunteer efforts recognized . . .

The New England Deaconess Hospital Volunteer Department, headed by Mrs. Jane Tilley, received recognition from the Voluntary Action Center, United Way, stating that our current program meets the standards for organizations utilizing volunteers. This acceptance has come about as a result of a stronger, more productive program which includes the use of volunteers in the credit office, lobby hostess, arts and craft cart, DTU, D4, public relations, messenger, laboratories, gift shop, library cart, thrift shop, pharmacy, coffee shop cashier, CRI, chapel, Joslin, Prints for Patients, and "Coffee and Conversation" on Farr 10.

On Tuesday evening, November 21, a dinner was given at the Museum of Fine Arts to thank the volunteers, especially those who had contributed 100 hours or more during the 1978 fiscal year. Mrs. Bradley E. Copeland was guest speaker. She previewed Treasures of Early Irish Art which were on display in the museum at that time. After dinner the volunteers were invited to tour the museum and view the exhibit.

Other recent volunteer activities have been the annual Christmas Bazaar on December 1 and the Friends of the Deaconess Open House for visitors and employees on December 10.

Deaconess helps School Department . . .

Health Coordinator Mrs. Margaret McLean, NEDH, has been providing community service for the hospital by assisting the Boston School Department with their immunization program. So far, she has renewed and updated health records for the elementary and junior high school students in the South End and Dorchester schools. Also as part of her job as health coordinator, Mrs. McLean provides home and preventive medical care for present and former employees who need her service. She visits pensioners, retirees and employees who are confined to their homes because of illness. Mrs. McLean integrates their medical care and home care by assisting them with problems concerning medications, bills and other paperwork, and any personal difficulties that may arise.

Advice for the figure-conscious cat . . .

Good news for those who are weight watching – a mouse is not fattening. This information comes from Stephen L. Blyth, a nutritionist doing research at the Deaconess, who replied to a nine-year-old's question to the *Boston Globe* concerning how many calories are in a mouse. The question appeared in the "Ask the Globe" column, but the newspaper was unable to answer the child. The boy was worried because he felt his cat needed to go on a diet, but he didn't know how many calories each mouse the cat may have been consuming might add to the cat's diet. Mr. Blyth sent the Globe data on three types of mice, explaining that the size, age and species of a mouse are all factors in determining its caloric contents. Mr. Blyth worked out a formula which boils down to: One mouse=1.5–2 kcals per gram, and he assured the young cat owner that a mouse also contains minerals such as iron and calcium. Result: a very happy little boy.

New Staff Members Join PR Staff

Nancy Seideman and Don Fraser have recently started work as the editorial assistant and public relations assistant, respectively, in the department of public relations.

Nancy Seideman, who received a BA in communications from Simmons College, previously worked during her school years as a reporter for the *Brookline Chronicle* and *Quincy Patriot Ledger*. She was also an editorial assistant at *Women Today*, a newsletter published in Washington, D.C. Besides her reporting experience, Ms. Seideman has produced a variety of videotapes and slide-tape shows.

Nancy Seideman

"Uncovering human interest stories within the hospital and writing them for the employees and the outside community is what I am most interested in accomplishing so we can better project the message of the Deaconess," Ms. Seideman said, "I hope the employees will come to the public relations department with their ideas and suggestions."

Mr. Fraser, who received his MA in journalism from Boston University last May, was a reporter for the East Boston Community News and the energy editor of the *Technology Transfer Times* from 1977-78. His photos have appeared in the *Boston Globe*, Associated Press, *Boston Herald* and numerous other newspapers throughout New England.

Don Fraser

"I really enjoy talking with people and learning about new things," said Mr. Fraser, "My job at the Deaconess should bring me the best of both of these worlds."

Mr. Fraser is married to the former Mary Ferris, who has worked in the Hematology Department for the past ten years. They are eagerly awaiting the arrival of their first baby in May. Mr. Fraser is an avid tennis player and looks forward to joining the hospital's tennis team.

Handwashing *continued from page 1*

removed quickly and effectively by about 30 seconds of handwashing with soap and water. In fact, friction and water alone are almost as effective as soap and water.

Resident flora are usually more numerous but of lower virulence and rarely cause infections, except when introduced into the body through invasive procedures. Resident bacterial are not easily removed by scrubbing, but can be inactivated by antiseptics.

Routine and vigorous handwashing is simple and relatively convenient in the New England Deaconess Hospital. It is probably the single most important procedure for preventing hospital acquired infections. Each of us is responsible for making our hospital safe. We invite you to join the campaign.

Christmas 1978

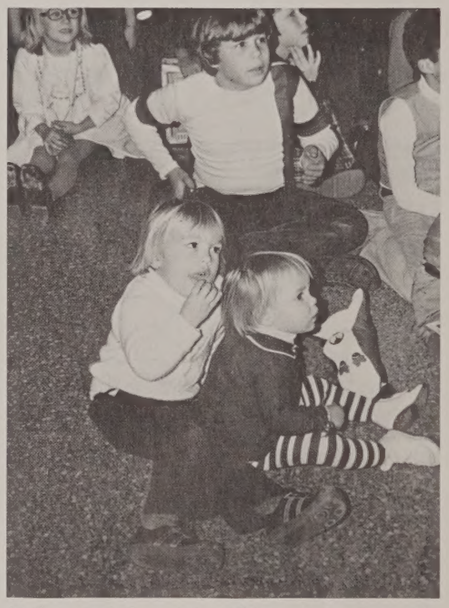
Patients, nurses and friends carol in the Diabetes Treatment Unit of the NEDH.

Guests enjoy a "Christmas Coffee," hosted by Ellen Howland, Director of Nursing.

Happy

Cookie Monster, Big Bird and Mavel Biagini and Her Group entertain NEDH employees at the Christmas party.

Handmade ornaments adorn the Christmas tree in the cafeteria.



Melissa and T. J. Hill, children of Dr. Tom Hill, Radiology, enjoy the puppet show during the NEDH Christmas party.

Christmas carolers

New Year

The NEDH School of Nursing Glee Club, conducted by John Markarian, Jr., performs a Christmas concert.

In his spare time and with his own funds, Richard Cabana, Maintenance and Engineering, built a Christmas display for the coffee shop.

Pat Kelly, Chemistry Lab, and her daughter, Allison.

Ruth Sullivan

Paul Vaiginas

Ruth Sullivan Retires; Paul Vaiginas Appointed

Librarian Ruth Sullivan, who has retired from the Deaconess after 16 years, will return to her original career interest – music – by joining a community orchestra. Since 1960, Miss Sullivan has managed to find spare time to play the violin for the Hingham Civic Orchestra and, from 1974-76, for the Plymouth Philharmonic.

Before pursuing a career in music or library science, Miss Sullivan served as a communications officer in the WAVES from 1942-46. She received a Bachelors in Music from Boston University in 1950, but her music career was interrupted when she was recalled as an officer at the U.S. Naval Communications Station in Boston from 1950-54. She retired with the rank of Lieutenant Commander.

Discovering that her interests had broadened following her military service, Miss Sullivan became an administrative assistant in the Children's Hospital Medical Center. She also worked as an editorial assistant at the Massachusetts Institute of Technology and as an assistant to the sales control manager at Harper-Atlantic Sales Inc. before becoming a library assistant at the Boston Public Library in 1962. Miss Sullivan, who received her MA in library science from the University of Rhode Island, joined the Deaconess in 1963 when the library consisted of one room with 2500 volumes. The library has since expanded to 12,600 volumes with the medical staff and employee sections combined in the Horrax Library. Miss Sullivan's accomplishments are listed in the "Who's Who of American Women."

As Librarian, Miss Sullivan has maintained the health sciences section which provides the medical staff with biomedical information and materials for patient care, education and research; and a recreational reading section for patients and employees.

Succeeding Miss Sullivan in these responsibilities is Paul Vaiginas, who has been the medical librarian at the Lemuel Shattuck Hospital in Jamaica Plain for the past eight years. Previously, he received a BA from Brooklyn College in 1968 and a MA from the Simmons College Graduate School of Library Science in 1974.

Mr. Vaiginas has also worked for the Manhattan School of Music and LOOK Magazine. In 1975, he initiated the Boston Bio-Medical Library Consortium, which is comprised of 13 Boston area hospital libraries of similar size and function. The group has a loan service, extends visiting rights to patrons of member libraries, maintains a telephone reference service and plans to share costs on certain facilities, like audio-visual software and Medline Terminals.

Dr. McKittrick Dies at 85; Former NEDH Chief-of-Staff

Dr. Leland S. McKittrick, 85, an internationally known surgeon in the field of cancer and diabetes and former chief of staff at the New England Deaconess Hospital, died December 30 after a long illness.

Dr. McKittrick began his 52-year medical career in 1919 when he became assistant to Dr. Daniel Fiske Jones at the Palmer Memorial Division of the Deaconess Hospital. He was chief of staff from 1932-53 and later served as interim chairman for the hospital's Department of Surgery in 1967. He was a corporate member of NEDH from 1953-72. Following his retirement in 1971, Dr. McKittrick returned to his summer home in Jaffrey, New Hampshire, where he began to play tennis at age 79. He had been an avid squash player during his years of practice.

Dr. McKittrick was probably best known in the medical profession for his book, "Diabetic Surgery," (co-authored by Dr. Howard F. Root), in which he described surgery for the difficult vascular problems of diabetes. Along with Drs. Joslin and Root, he was instrumental in developing foot rounds and a subsequent foot treatment room for diabetic patients at the Deaconess. In recognition of his research, he was the first surgeon to receive the Banting Medal in 1964 from the American Diabetes Association.

He also contributed many studies in general surgery and in the surgical care of cancer. In 1937, working with his colleagues in radiotherapy, he published one of the first studies on the treatment of breast cancer in interstitial radiation. He was in charge of the Deaconess out-patient tumor clinic for many years.

Dr. McKittrick held a variety of positions in other Boston area hospitals, particularly Massachusetts General Hospital, Peter Bent Brigham, the Massachusetts Eye and Ear Infirmary and the House of Good Samaritan. He was on the teaching staff of the Harvard Medical School from 1929-59. He was also a member of many local and national medical societies, and was president of the American Surgeon's Association (1957).

Dr. Leland McKittrick

Nurse Ruth Johnson Retires

Another new retiree is Ruth Johnson, Nursing, who has recently left the Deaconess after 40 years in nursing, 19 of which were spent as a Deaconess employee. Miss Johnson graduated from the New England Deaconess School of Nursing in 1938. She immediately became a staff nurse here at the hospital and was promoted to head nurse on Baker 5 two years later. She left the staff in 1947 to do private duty nursing for 21 years, but nearly all her patients were at the Deaconess. Miss Johnson returned as a Deaconess employee in 1968 and worked as a full time, and later as a part-time, staff nurse until her retirement. Director of Nursing Ellen Howland said it is "rather unusual for a nurse to spend so many years in direct patient care, but there are hundreds of patients who have been grateful recipients of Ruthie's unique services."

New England Deaconess Hospital
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pulse

The New England Deaconess Hospital is a 489-bed and 14-building complex. Physicians from the Joslin Clinic, the Lahey Clinic, Overholt Thoracic Clinic and the general medical and surgical staffs serve the needs of their patients at the hospital. The Deaconess is internationally known for diagnosis, treatment and research in brain and chest surgery, cancer, diabetes and general medicine, and is affiliated with Harvard Medical School.

PULSE is published monthly by the public relations department of the New England Deaconess Hospital.

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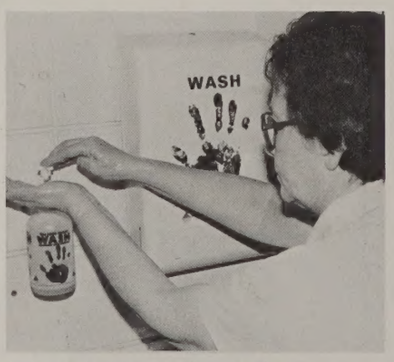

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